# **FFT Monthly Summary: August 2018**

**The Avenue Medical Centre** Code: K81039



### Section 1 **CQRS Reporting**

### **CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
69	36	5	4	5	0	0	0	0	45	74	0

Notes: 1. The CQRS Reporting table scores above should be entered directly as presented into the CQRS System. For further information please contact the CQRS service desk on 0800 440 2777 or email them at cqrsservicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

## SECTION 2 **Report Summary**

**Surveyed Patients:** 305

119 **Responses:** 

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	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	31	8	2	2	2	0	45	
SMS - User Initiated								
Tablet/App								
Web/E-mail	38	28	3	2	3	0	74	
Manual Upload								
Total	69	36	5	4	5	0	119	
Total (%)	58%	30%	4%	<b>3</b> %	4%	0%	100%	

### **Summary Scores**



### **NHS Scoring Guidance**

Recent guidance issued by NHS England has confirmed the move away from the 'Net Promoter' scoring methodology to a simpler 'Percentage Recommended' and 'Percentage Not Recommended' method.

The percentage measures are calculated as follows:

Recommended (%) = 
$$\frac{extremely\ likely + likely}{extremely\ likely + likely + neither + unlikely + extremely\ unlikely + don't\ know} \times 100$$
Not Recommended (%) = 
$$\frac{extremely\ unlikely + unlikely}{extremely\ likely + likely + neither + unlikely + extremely\ unlikely + don't\ know} \times 100$$

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

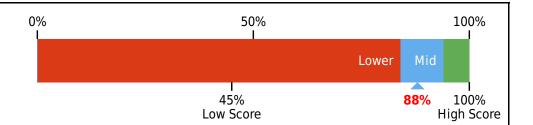
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

# **SECTION 3 Practice Scoring**

**Practice Score: 'Recommended' Rank** 

Your Score: 88%

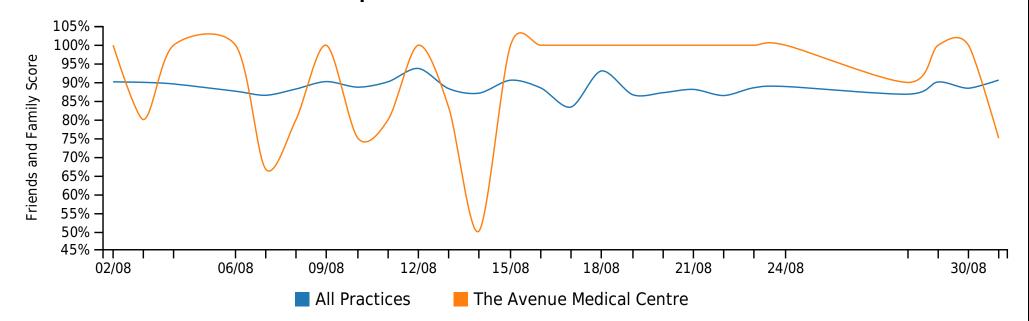
Percentile Rank: 45TH



Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

- 2. Score calculated as per NHS requirements. See scoring guidance section.
- 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 45th percentile means your practice scored above 45% of all practices.

### **Practice Score: 'Recommended' Comparison**



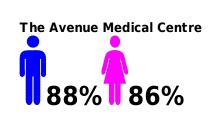
Notes: 1. Practice score comparison of 'recommended' scores only.

2. Score calculated as per NHS requirements. See scoring guidance section.

## **Practice Score: 'Recommended' Demographic Analysis**

# Age < 25</th> 25 - 65 65 + All Practices 83% 88% 92% The Avenue Medical Centre 0% 89% 89%

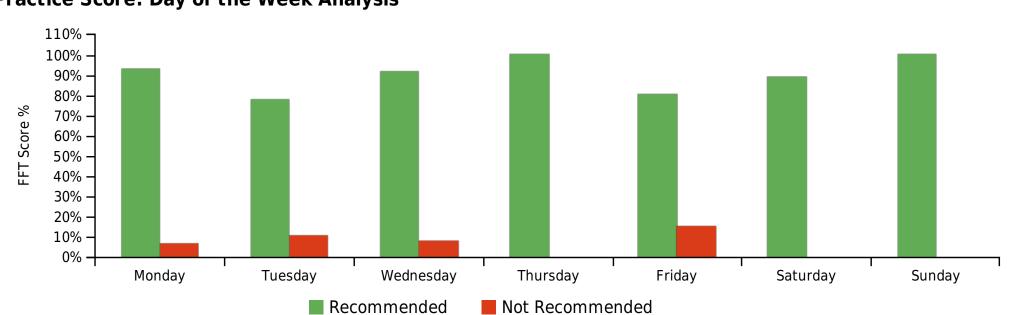




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

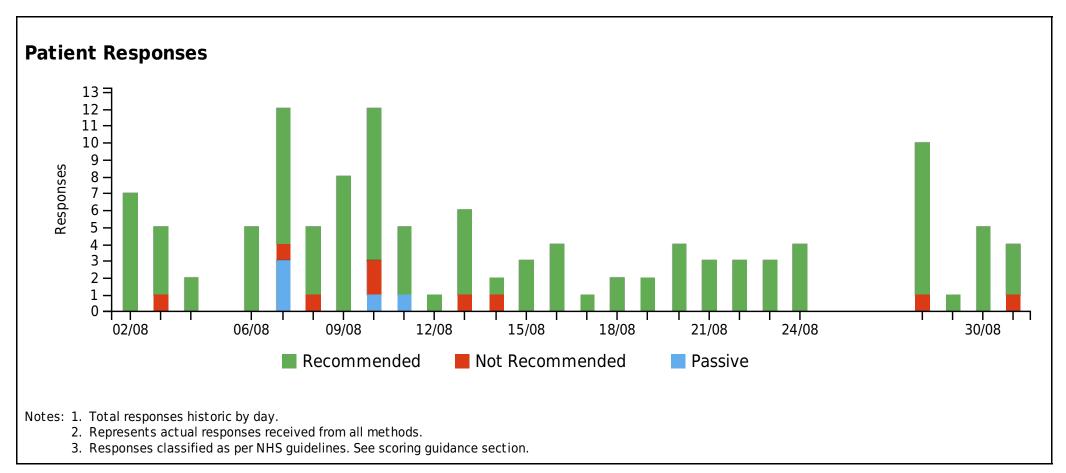
### **Practice Score: Day of the Week Analysis**



Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

2. Score calculated as per NHS requirements. See scoring guidance section.

# **S**ECTION **4 Patient Response Analysis**



### **Patient Free Text Comments: Summary**

### Thematic Tag Cloud Reception Experience 14 unprofessional Arrangement of Appointment 15 informative compassionate ever Reference to Clinician 36 thorough Notes: 1. Thematic analysis for current reporting 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points. 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the hard word frequency is reflected in text unfortunately general quickly easy size. taking frustrating

### **Patient Free Text Comments: Detail**

- Notes: 1. Free Text Comment received for current reporting month.
  - 2. Classification based on initial response to Q1 rather than content of message.
  - 3. Legend: Consent to publish comment / No consent to publish comment

#### Recommended

- ✓ You welcome
- ✓ Good service provided by all departments with in the GP practice. Also the available at the Practice.
- ✓I called at 12.30 that day and managed to get app for 2.45 and the nurse was lovely
- ✓ Very peaceful waiting room, and extremely patient and helpful nurse practioner.
- ✓ Yes. Because during the week a GP has told my wife she could not report more than one ailment at a visit and needed to rebook another appointment to be@to be able to report another ailment. This I consider very ridiculous. @ous.
- ✓ Friendliness and professionalism
- ✓ Not too long to wait to see doctor or nurse
- ✓ Always friendly and happy to help
- ✓ Friendly service, only downside is you don't get to see a certain doctor for consistency.
- ✓ Friendly and approachable staff, from the reception to the nurse.
- ✓ First appointment with community midwife. Very friendly and helpful
- ✓ Very good service.
- ✓ Helpful friendly staff no waiting time excellent service .
- ✓ Dr Purvis always gives you the time you need. She is very friendly and caring person
- ✓ Though investigation and even received hospital appointment before we got home
- ✓ Though investigators and hospital appointment booked before we even got home
- ✓ EXCELLENT SERVICE.
- ✓I am confident in the ability and attitude of the doctors
- ✓ Nice friendly helpful staff today
- ✓ Excellent care from the nurse I saw (Bernice I think)
- ✓ Understanding of my problems and happy too help me
- ✓ Everything was as good as it could have been thank you
- ✓ Friendly service, professional and can always be seen quite quickly.
- ✓ Professional & caring health care
- ✓ Very good approach by nurse wendy
- $\checkmark$  Staff are friendly and very helpful .
- ✓ Nice and polite always
- ✓ Good doctors and friendly staff
- ✓ Dr Purvis understanding caring
- ✓ On time
- ✓ Fantastic service and care provided X
- ✓ Great doctors, shame about the waiting time
- $\checkmark$  Sometimes hard to get an appointment, but great doctors.
- ✓ Surgery is never on time
- ✓ Ongoing issues being followed through in a timely and fully excepable manner
- ✓ Really great and friendly! So supportive, I'm almost 3 months stop smoking with the help of this service now!
- ✓I got the exact service I was due, the attitudes of the staff are cordial and I was called at my appointment time without any delay. I am grateful for y@for your good services. Thanks @anks
- ✓ Ongoing issues being followed through by gp as symptoms arise to find a resolution in a timely manner to relieve me of the pain and various problems associated
- ✓ Jane Leyshon was very good explaining to us about the usefulness of using inhalers.
- ✓ Dr Coleman is always caring, helpful and understanding. Hence why I wait week to see him over other drs
- ✓ Dr is brilliant
- ✓ Swiftness of referrals
- ✓ Dr ravik has been helpful and kind
- ✓ Very nice doctor

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✓ Excellent service

✓ Nice people
✓ Outstanding 'bedside manner'

✓ Friendly staff.

✓ I receive good quality health care from this GP practice

✓ Courteous staff. Doctors and nurses give attention to details. Good care provided in general

✓ Staff is friedly. Attention to detail by on duty nurses as well as doctors.
✓ BECAUSE THEY WERE SO HELPFUL AND KIND AS ALWAYS

✓ Very kind and helpful

✓ This time is very good unfortunately to make an appointment is a different matter but today very good
✓ Staff always helpful, always able to get an appointment.
✓ Dr is very professional

√The nurse was lovely and gave me excellent advice.

It has been difficult to get an appointment which is frustrating as I have very limited time outside of work. But the service was fair and referrals swere made but I have to
  wait nearly 2 weeks to get an ECG done

✓ Wendy was great today taking lots of blood plus no wait

✓ Wendy was great she took loads of blood to testfor results . No waiting great

✓ the doctor was very helpful.

✓ Quick efficient service from Sister

✓ Easy to get an appt
*****
Not Recommended
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- ✓ Was extremely difficult to get the appointment, had ring for weeks to finally be fitted in
- ✓ Had to wait 40 minutes after my appointment time to be seen
- Delayed being seen cancelled appointment after being at surgery for around 45 minutes. New appointment arranged. Duty of care seems to be deteriorating and requires an urgent review.
- $\checkmark$  Surgery would not administer injection as they hadn't got a letter from the consultant
- ✓ Waited 35 minutes past the appointment time. Doctor asked questions but she talked over me and didn't listen the whole time. I presented with new symptoms. She read 2 lines of the screen and decided to only talk about my existing condition; disregarding my new symptoms which were unrelated.

### **Passive**

✓ Be in time with appointments

✓ Warm welcome, efficiency & service

✓ Don't think I would ever be in a position to recommend.

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